

Introduction

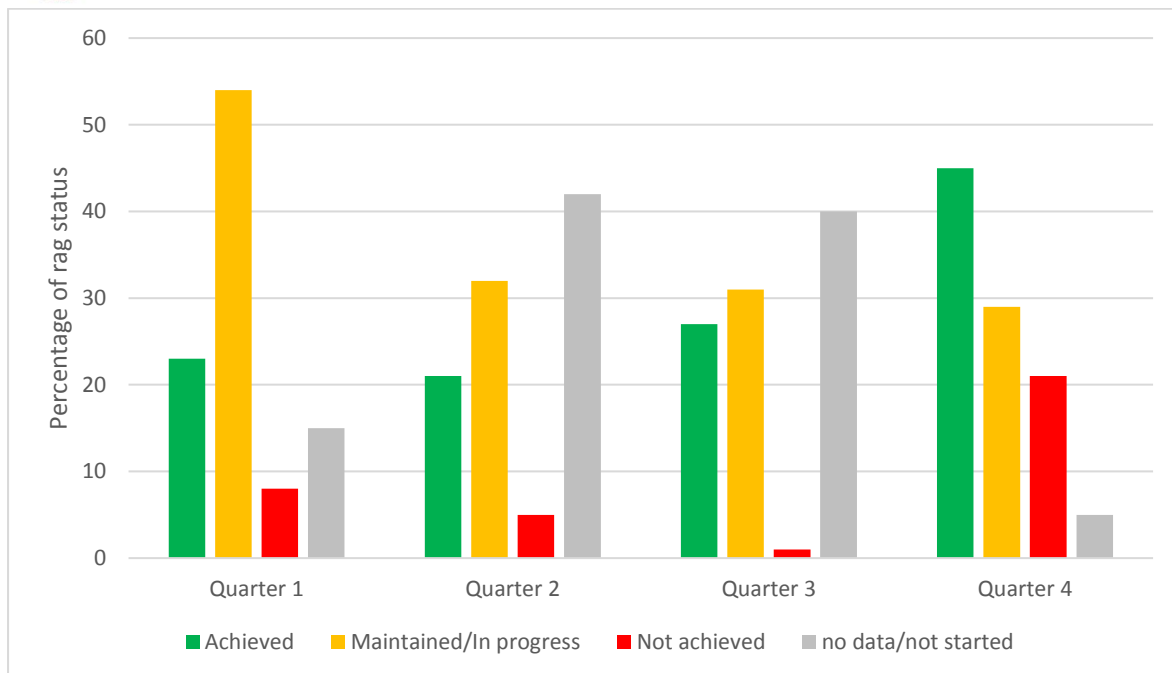
This report covers the status of SHG Performance Indicator reporting as at 31st March 2020 – **Quarter 4** covering the **period January to March 2020**.

The delivery of SHG Goals and Objectives is monitored centrally using a total of 148 performance indicators relevant to the seven SHG Directorate Strategic Plans for the current financial year 2019/2020. Directors are responsible for ensuring the submission of progress reports and supporting evidence in accordance with the agreed reporting cycle as set out in the table below.

DIRECTORATE	REPORTING CYCLE				
	MONTHLY	QUARTERLY	QUARTERLY / ANNUALLY	6-MONTHLY	ANNUALLY
Children and Adults Social Care		4		13	21
Corporate Services	1	7			6
Education		2		1	8
Environment, Natural Resources and Planning		4		15	2
Health	4	10	1		13
Infrastructure and Transport					11
Police		16			9
TOTAL	5	43	1	29	70

Current Status – 95% of the reports/updates due for Quarter 4 were received and 5% remains outstanding.

See chart below showing % of rag status for quarter 4:



Notable achievement against targets was made in the following areas for the fourth quarter:

EDUCATION

- ❖ 100% - 4 of the 4 teacher trainees in Year 2 and 3 have achieved the relevant qualification.
- ❖ St Helena Community College has met 64.93% of training needs identified.
- ❖ 100% of students supported financially whilst on the Scholarship Scheme - a new cohort of 3 students left St Helena for UK studies in September. We now have 8 students on scholarship.
- ❖ 93.47% of staff retained from school Year 2018-19 to School Year 2019-20 to date.

ENVIRONMENT NATURAL RESOURCES & PLANNING

- ❖ 90% implementation of 4 Producer Development Plans.
- ❖ 5% reduction of recyclable wastes to Horse Point landfill Site.
- ❖ Peaks Management Plan completed and endorsed by ENRC on September 2019.
- ❖ 100% completion of agreed endemic plant Propagation Plan.
- ❖ Fisheries Licence Policy established and endorsed by ENRC in January 2020.
- ❖ Entomology training delivered in February 2020.
- ❖ 3 Best practice guidelines completed and implemented.
- ❖ 85% delivery of 2019 tagging programmes by March 2020

CORPORATE SERVICES

- ❖ MTEF Guidelines were issued per MTEF timetable and 100% directorates supported with the MTEF process.
- ❖ 100% reduction in number of satellite server rooms.
- ❖ 20% reduction in the carbon footprint associated with IT equipment.
- ❖ 100% compliance with issuance of SHG Communications Grid which delivers the Communications Strategy goals

INFRASTRUCTURE & TRANSPORT

- ❖ Crown Commercial Agreements signed and operational.
- ❖ Contracts in place for increased staff within Yard services.
- ❖ Local successor to Head of Property in post.
- ❖ One additional house acquired in May 2019. Indicator achieved.
- ❖ Report completed on Essex House.

HEALTH

- ❖ 100% of Doctor-led country clinics open against published opening times.
- ❖ 39% reduction in the number of patients on the dental clinic denture waiting list.
- ❖ Waiting times for elective surgery maintained at less than 12 weeks for patients who are fit for surgery.
- ❖ Waiting time for routine doctor-led outpatient appointments maintained at less than 10 working days – 100%.
- ❖ Business Case developed for a Psychiatric Intensive Care Unit (PICU). Project approved as a micro-project under the Economic Development Investment Programme (EDIP) for delivery in 2020/21.
- ❖ 100% of all school children with consent have annual weight screening completed.
- ❖ St Helena healthcare acquired MRSA bacteremia infections maintained at zero.
- ❖ 100% of planned port health clearance conducted.
- ❖ 95% of requested pest control services were delivered within 10 working days.
- ❖ 100% of reported food and water-borne diseases outbreaks investigated.
- ❖ Both service and accreditation maintained. Yearly surveillance for accreditation for 2020 due 27-29 May 2020.
- ❖ 67% of registered diabetics receive annual HbA1c check.
- ❖ 80% of contact points with Feedback forms for service users.
- ❖ 100% of patient complaints received are reviewed and responded to within the agreed timeline.

CHILDREN & ADULT SOCIAL CARE

- ❖ Children Social Care threshold document established and this has been shared with stakeholders.
- ❖ Respite service established.
- ❖ Corporate parenting training and strategy delivered to key stakeholders.



- ❖ Public Guardian role is fully embedded. The number of cases have significantly increased; deputy orders and Lasting Powers of Attorney.
- ❖ Joined up adults and children Safeguarding Board is established and working well.
- ❖ Robust multi-agency responses to keeping vulnerable people safe completed.
- ❖ All residents of Ebony View, Piccolo Hill and the Community Care Complex have person centered care plans outlining their individual needs.
- ❖ Threshold documents imbedded in children and adults social care.
- ❖ Social care assessments of needs are informed by all involved agencies to better care plan for each person.
- ❖ Professional scrutiny to service provision and delivery to ensure best outcomes for vulnerable people on St Helena in place

For detailed report showing updates for each quarter, please click the relevant links below for each directorate (Annex A)

Annex A

<https://www.sainthelena.gov.sh/wp-content/uploads/2020/10/Children-and-Adults-Social-Care-Performance-Report-Quarter-4-Jan-Mar-20.pdf>

<https://www.sainthelena.gov.sh/wp-content/uploads/2020/10/Corporate-Services-Performance-Report-Quarter-4-Jan-Mar-20.pdf>

<https://www.sainthelena.gov.sh/wp-content/uploads/2020/10/Education-Performance-Report-Quarter-4-Jan-Mar-20.pdf>

<https://www.sainthelena.gov.sh/wp-content/uploads/2020/10/Environment-Natural-Resources-and-Planning-Performance-Report-Quarter-4-Jan-Mar-20.pdf>

<https://www.sainthelena.gov.sh/wp-content/uploads/2020/10/Health-Performance-Report-Quarter-4-Jan-Mar-20.pdf>

<https://www.sainthelena.gov.sh/wp-content/uploads/2020/10/Police-Performance-Report-Quarter-4-Jan-Mar-20.pdf>